

family fund
helping disabled children

Across
the UK

We give grants to
families raising disabled
and seriously ill children
aged 17 and under



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What we do

The Family Fund helps families with disabled and seriously ill children and young people aged 17 and under.

We give grants for things that families tell us they need and that make life easier for the disabled child, young person and their family. We can help with essential items such as washing machines, fridges and clothing but can also consider grants for sensory toys, computers and much needed family breaks together.

Last year the Fund made a difference to the lives of around 55,000 families across the UK with around £33 million in grants.



Who we help

We help families who are raising a child or young person who has a disability, additional complex needs or a serious illness.

You can apply to the Family Fund if:

- ✓ You live in England, Northern Ireland, Scotland or Wales.
- ✓ You are the parent or carer of a disabled or seriously ill child or young person aged 17 or under.
- ✓ You have evidence of your entitlement to one the following: Child Tax Credit, Working Tax Credit, Income based Job Seekers Allowance, Income Support, Incapacity Benefit*, Employment Support Allowance*, Housing Benefit and Pension Credit.
If you do not receive any of the above, further information may be needed to complete your application.
- ✓ You have permanent legal residency in the UK and have lived in the UK for six months.

*We may need to contact you for further information.

Help from the Family Fund is discretionary and subject to available funding. We are not able to help children and young people in local authority care, including those living with foster carers, or where a statutory agency has a responsibility to pay for the item needed.

How often we help

We try to help families raising a disabled or seriously ill child or young person once every year, and will look at a grant application usually 12 months from the date of the last grant.

We do understand that sometimes the need for help can be greater, especially if there is an emergency or critical situation relating to a disabled child or young person. If this happens we try to be flexible and consider an early application. All our grants are discretionary and subject to available funding.

"we had a lovely surprise in the post today, a giftcard to get a new fridge freezer. we will be going at the weekend to make our choice and arrange delivery, I can't believe how quickly you got it all sorted out.

It's going to make our lives so much easier being able to store our son's medication."

What we help with

We will look at any grant request that relates to the needs of a disabled or seriously ill child, young person and their family.

Families often apply for essential items such as washing machines, but we can also help young people aged 17 and under with grants that have particular meaning to their age group, such as laptops and equipment for college.

"I just wanted to say thank you for your help with a washing machine and dryer. It will be a great help and a weight off our minds. Having two children with incontinence problems creates so much washing."



How we make awards

Depending upon what you have asked for, we will award your grant in a number of different ways. All of our grants are awarded on the basis that they are used only for the purpose they are given.

We may provide you with:

- A **payment card** for a request for kitchen appliances, clothing, furniture, home entertainment and leisure items.
- A **product delivered** to your home direct from a supplier for computers. If you live in Northern Ireland this will include kitchen appliances.
- A **direct payment** or **voucher** from a supplier towards a holiday. We work with Haven and Thomas Cook for holidays. Thomas Cook can arrange flights, UK holidays and overseas holidays with many of the most popular holiday companies such as Hoseasons, Thomson, First Choice and many more.

A payment may also be made into your account, for other items where we do not have an arrangement with a supplier. If you do not have a bank account, you can nominate and provide the details of a person into whose account you may have your grant paid.



How can you apply for your grant?

If you are applying for the first time you can:

Download an application form from our website www.familyfund.org.uk



or from www.facebook.com/familyfund

or email us at info@familyfund.org.uk



Telephone us on **0845 130 45 42** or write to us at the address shown on the back page of this leaflet.

If you have applied before you can:

Apply for your grant online using your Family Fund number at www.familyfund.org.uk this is a quick way to send us your application. You can also request a form using any of the methods above.



What happens after you apply?

If you are applying for the first time

We will let you know that we have received your application by text message. We also need to check that your family and child meet our eligibility criteria. This will involve checking the information you have given us.

Once we have looked at your application we will write to you and keep you informed.

To do this we need to receive:

- ✓ Your application form fully completed. Please make sure you send all the information we need, for example income and DLA confirmation. Missing information will delay your application.
- ✓ In addition, we may need to arrange a home visit or telephone conversation with you and one of our Family Fund Advisers.

If you are applying again

We ask you to send us up to date household income confirmation so we can confirm you are still eligible for our help.

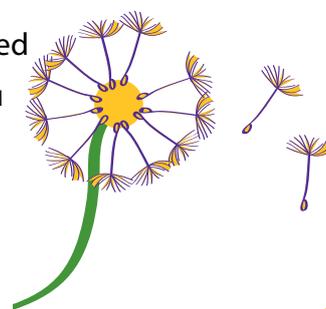
If you have applied before, and there has been no change in your circumstances since your last application, you may be able to apply for your grant online at www.familyfund.org.uk.

We will tell you when we have received your application form by text. Applications are looked at in date order and we will try to process your application as quickly as possible.

Making a difference

We want to make sure we do the best we can for families. That is why we really want to hear your views on how our grants make a real difference. If you have a few minutes to spare please complete our survey. Visit 'Making a difference' at www.familyfund.org.uk or contact us if you would like us to send you a paper survey.

If you are not satisfied with the service you have received, please contact us.



How do I check the progress of my application?

If you have been helped before, you can check if we have received your new application, and progress of it online at www.familyfund.org.uk. Go to 'My Grant' and enter your six-digit Family Fund number.



You can also check the progress of your application by texting your Family Fund number to 01904 500016 and we will send you a message, usually within 5 minutes. Texts are charged at your standard network rate.



Help disabled children by simply shopping with Family Fund extra

Our shopping website Family Fund **extra** enables you to shop and compare prices with hundreds of leading retailers including Amazon, Tesco, M&S, Thomas Cook, HMV and John Lewis.

Click to shop with any one of the retailers and Family Fund **extra** will receive money back at no extra cost to you!

Shop with us at www.familyfundextra.org.uk and make a difference today.

Extra savings for families

Not only that, Family Fund **extra** has some unique offers especially for families raising a disabled child or young person. You can save money on offers from 3 mobile, Love2shop high street gift vouchers, Comet, Haven, and Stone Computers. Simply email extraoffers@familyfund.org.uk for the latest deals.



Tell someone about us

Help us to reach more families. If you know any families who may not have heard about the Family Fund before, please pass this brochure to them.



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Contact us:

Family Fund, 4 Alpha Court, Monks Cross Drive, York YO32 9WN.

Telephone: 0845 130 45 42 Textphone: 01904 658085

Fax: 01904 652625 email: info@familyfund.org.uk web: www.familyfund.org.uk

A Welsh translation of this leaflet is available on request.

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460

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